

JUNE 8, 2009

TO: ALL STATE AGENCIES, SCHOOL DISTRICTS, MUNICIPALITIES,  
VOLUNTEER  
FIRE COMPANIES AND POLITICAL SUBDIVISIONS

FROM: HOLLYLYNN FORD, CPPB  
STATE CONTRACT PROCUREMENT OFFICER

SUBJECT: ADDENDUM TO AWARD NOTICE  
CONTRACT NO.: **05-384-AC, CELLULAR/DATA EQUIPMENT &  
SERVICES**

**ADDENDUM # 14**

This addendum is issued to provide contact information for Verizon Wireless services.

Verizon Wireless - State of Delaware  
Where do I go?

**Orders**-Please have an authorized contact e-mail or fax your order information to [StateofDE@VerizonWireless.com](mailto:StateofDE@VerizonWireless.com) or 215.633.2638

**Include the following information:**

**Mobile number (if existing account)**  
**Equipment requested**  
**Accessories requested**  
**Price plan requested-voice and/or data**  
**Special features requested (example: Tethering)**  
**User name**  
**Shipping address**  
**Agency name**  
**If adding to an existing account, then please provide the account number**  
**Billing address**  
**Contact number and name in case there are questions about the order**

**Customer Service issues, billing inquiries, and payment questions, please send to [NEBSC@Verizonwireless.com](mailto:NEBSC@Verizonwireless.com) Please, place in the subject line State of Delaware.**

**Responsibilities:**

Billing Responsibility Changes / Transfer of Service	Update Account Profiles	General Questions
LNP Questions when Equipment Received	Price Plan Changes	Address Changes
Enhances Service Additions / Deletions	Price Plan Analysis	ESN Changes
Telephone User Name Changes	Voicemail Questions	Disconnects
Billing Questions/Adjustments	Suspends / Reactivations	Payments
Mobile Number Changes	Billing Responsibility Changes / Transfer of Service	

**Day-to-Day Sales Activities, equipment, data and pricing questions etc. please contact your Government Sales Representative.**

**Contract Questions, data questions, escalated issues or price plan questions; please, contact Brad Schultz 302-463-1137.**

**Activating Phone**-if you have a problem with over the air activation (\*228), please have your authorized contact on the line and call 800.922.0204 and request customer service. If it is a port in number contact the port center at 888-844-7091. You may be required to supply the *order number* and the *location code*, which is found at the top right hand corner of the packing slip.

**Equipment**-for first free replacement phones per State contract please follow the ordering process above. Indicate that this is a replacement phone. For other equipment concerns, please follow the handset warranty exchange process below.

**Handset Warranty Exchange (FRU)**- please contact the AOC/Regional Return Center at 800-417-3849.

**Not sure who to call? Reach out to Brad Schultz 302-463-1137.**

<b>Local Team</b>			
Brad Schultz	Government Account Manager	<a href="mailto:brad.schultz@verizonwireless.com">brad.schultz@verizonwireless.com</a>	302-463-1137
Tommy Helman	Government Sales Representative	<a href="mailto:Tommy.Helman@verizonwireless.com">Tommy.Helman@verizonwireless.com</a>	302-530-3572
Ramsey Moorman	Government Sales Representative	<a href="mailto:Ramsey.Moorman@verizonwireless.com">Ramsey.Moorman@verizonwireless.com</a>	302-540-9999
Elliott Scates	Government Sales Manager	<a href="mailto:Elliott.scates@verizonwireless.com">Elliott.scates@verizonwireless.com</a>	609-922-3121
Sandi Sheckler	Government Associate Director	<a href="mailto:Sandra.Sheckler@verizonwireless.com">Sandra.Sheckler@verizonwireless.com</a>	302-530-1554
Craig Powell	Data Solutions Manager	<a href="mailto:craig.powell@verizonwireless.com">craig.powell@verizonwireless.com</a>	215-284-2383
Sherrie Henson	Account Liaison	<b><a href="mailto:NEBSC@Verizonwireless.com">NEBSC@Verizonwireless.com</a></b> <b>** Please note in subject line STATE of DELAWARE</b>	800-806-8618 ext 1576
Bonnie Stewart	Sales Support	<a href="mailto:DeLois.Stewart@verizonwireless.com">DeLois.Stewart@verizonwireless.com</a>	856-237-3162